



POLICY NO.: A-5

DATE ADOPTED: OCTOBER 17, 2007

## **TOWN OF WEST BOYLSTON BOARD OF SELECTMEN POLICY**

### **Relations with Citizens**

**Purpose:** The Board of Selectmen agrees to establish procedures to follow for relations with citizens.

**Policy:** The Board recognizes that it both represents and is accountable to all the citizens of the town. It is the Board's policy to make every effort to strengthen communications with citizens. Measures will be instituted to increase citizen participation, encourage citizen input into governmental decisions and to keep citizens informed of all actions contemplated or taken by the Board and the town meeting which will affect them. To this end the following steps will be taken:

1. An individual citizen or group of citizens may request an appointment before the Board by contacting the Town Administrator or the Board of Selectmen, stating precisely the reason for the appearance and the action desired and naming a spokesman for the group. You may also contact the Board by emailing them at [selectboard@westboylston-ma.gov](mailto:selectboard@westboylston-ma.gov). Participants shall be given the opportunity to make a reasonable presentation through the spokesman and to express opinions and ask for pertinent information. Background data shall be prepared by the boards and departments concerned prior to the appointment insofar as possible, so that all parties involved can have a reasonable understanding of the subject matter. Citizens are encouraged to have written materials submitted for the Board's meeting packet.
2. Persons who will be directly affected by proposed Board discussion and/or action will be notified by the Municipal Assistant of the date and time of meeting at which the matter will be discussed or acted upon by the Board.
3. If the Board is considering matters of citizen concern at a regular meeting, the public will be allowed to ask questions or make statements relative to the matter under consideration at the discretion of the Chairman or upon request of any member of the Board.

4. All citizen questions and complaints are to be answered promptly. Questions and concerns relating solely to the Office of Selectmen will be answered promptly by the Chairman, after consulting with the Board, or at the discretion of the Chairman, the Town Administrator. Those needing prompt attention by the Board should be referred to the Chairman for inclusion in the next meeting agenda.

5. All other questions and all complaints are to be referred to the Selectmen's Office for action or recommendations. In those instances where common sense dictates that the Board member receiving the complaint deal directly with a department head, the Board member shall inform the Town Administrator of the issue and its outcome.